

iGrafx[®]

Case Study

**Creating a Single Source of
Truth for Supply Chain
Processes with iGrafx
Process360 Live**

About the company

The subject of this case study is a multibillion-dollar, global technology company specializing in networking, security, and enterprise infrastructure solutions. Operating worldwide, they serve large enterprises, data centers, and mid-market organizations across a broad range of industries.

Within the company, the supply chain organization – comprising approximately 2,000 employees globally – plays a critical role in enabling product delivery, operational resilience, and continuous transformation at scale.

The Challenge

Prior to adopting iGrafx Process360 Live, their supply chain organization faced a familiar but significant challenge: the absence of a standardized, centralized approach to process documentation.

Process knowledge existed, but it was fragmented. Individual teams documented their workflows using whatever tools were readily available – PowerPoint presentations, Word documents, and, in many cases, undocumented institutional knowledge held by individuals. There was no single repository for processes, no consistent level of detail across teams, and no reliable way to understand how processes connected end to end.

This fragmentation created several downstream issues. When employees moved roles or left the organization, critical process knowledge often left with them. Teams embarking on transformation initiatives regularly had to start from scratch, pulling together subject matter experts to recreate current-state process views before any improvement work could begin. As a result, projects were slowed by repeated rework and misalignment, and it was difficult to establish a shared understanding of how the supply chain actually operated.

Additionally, because process documentation was decentralized and inconsistent, it was hard for stakeholders outside individual teams to find or trust existing process information. There was no practical way to trace handoffs between teams, understand role responsibilities at scale, or link processes to supporting systems and policies. As their supply chain transformation efforts accelerated, these limitations became increasingly unsustainable for the business.

Why iGrafx

To address this, they needed a way to establish a single, authoritative source of truth for supply chain processes – one that could scale across teams, support governance, and enable continuous transformation.

While some teams were already using basic diagramming tools such as Visio, these tools did not address the broader challenges: static diagrams lacked governance, version control, and the ability to connect processes across organizational boundaries. They also provided no practical way to analyze or report across hundreds of processes.

iGrafx Process360 Live stood out because it addressed these needs holistically. Key differentiators included:

- **A centralized process repository**, enabling teams to store, manage, and access process documentation in one place
- **The ability to connect processes end to end**, allowing the company to model handoffs across teams and functions
- **Strong governance capabilities**, including version control, approvals, and standardized documentation practices
- **A robust object-based structure**, making it possible to define and reuse roles, systems, data, and policies across processes
- **Powerful reporting capabilities**, enabling users to quickly find relevant information across hundreds of documented processes

Together, these capabilities aligned closely with their goal of creating a scalable foundation for supply chain transformation – one that could support both day-to-day operations and long-term strategic initiatives.

Integrating an AI chatbot

One particularly innovative development has been the integration of iGrafx with their internally developed AI chatbot. This chatbot allows users to query supply chain documentation using natural language, even if they are unfamiliar with the iGrafx interface.

Through this integration, users can ask questions about processes and receive relevant information pulled directly from iGrafx, alongside other internal documentation sources. This dramatically lowers the barrier to accessing process knowledge and expands the audience beyond traditional process modeling users.

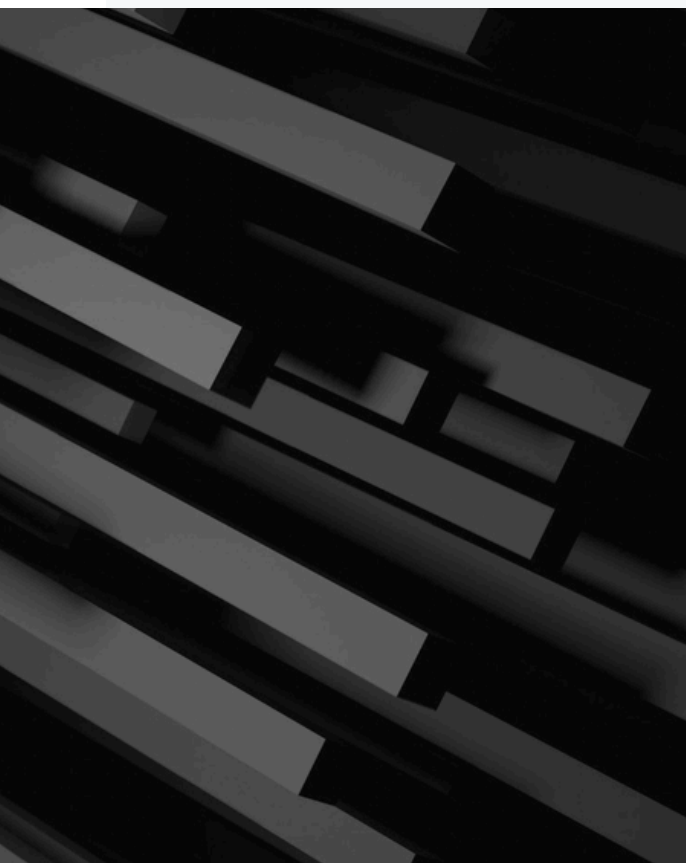
Although the chatbot was only recently launched, it already shows promise as a way to democratize access to process information and increase the overall value of the business' investment in process documentation.

The Solution

Following implementation, iGrafx Process360 Live became the central platform for process documentation within the supply chain organization.

A smaller core group of process designers and administrators is responsible for building, maintaining, and governing the process architecture. This team ensures consistency in how processes are documented, manages updates, and maintains connections between processes, roles, systems, and policies.

At the same time, a much larger audience across the supply chain organization uses iGrafx as a reference and alignment tool. Transformation teams, in particular, rely heavily on the platform. When launching new initiatives, they use iGrafx to quickly understand the current state of processes before designing future-state improvements. Rather than recreating process views from scratch, teams can now start from an agreed baseline, accelerating transformation efforts and reducing friction.



The business has documented several hundred supply chain processes within iGrafx, covering the vast majority of procurement and supply chain workflows.

In total, more than 350 processes have now been captured in the platform, providing a comprehensive and consistently structured view of how work gets done. The system is actively used by approximately 500 employees who access iGrafx directly, with additional users engaging through the company's AI chatbot integration.

These processes are connected through a shared object model that links activities to roles, systems, and supporting documentation. External policies and guidelines – stored on their internal platforms – are embedded directly within iGrafx, creating a true “one-stop shop” for process and policy information. One particularly valuable use case has been role-based reporting. They can now generate reports showing all activities associated with a specific role, such as a New Product Program Manager (NPPM). These insights are used to support onboarding, role clarity, and accountability across the organization.

The Benefits

Although the business does not currently track a single, hard ROI metric for iGrafx usage, the operational benefits are clear and widely recognized across the supply chain organization.

First and foremost, iGrafx has established a **single source of truth** for process documentation. Employees no longer need to rely on tribal knowledge or search across disconnected files to understand how work gets done. Process information is easier to find, more consistent, and more trustworthy.

Standardization has also significantly reduced rework. Transformation teams no longer need to rebuild current-state process views for every initiative, saving time and enabling faster progress from analysis to execution. This has improved alignment across teams and reduced delays caused by conflicting interpretations of how processes operate.

The platform has also improved **governance and transparency**. Version control and approvals ensure that process updates are managed appropriately, while reporting capabilities make it easy to understand relationships between processes, roles, and systems at scale.

Finally, iGrafx has enhanced knowledge retention. Critical process knowledge is now institutionalized rather than tied to individuals, reducing risk and improving continuity as teams evolve.

In total, more than 350 processes have now been captured in the platform, providing a comprehensive and consistently structured view of how work gets done. The system is actively used by approximately 500 employees who access iGrafx directly, with additional users engaging through the company's AI chatbot integration.

iGrafx[®]

info@igrafx.com
www.igrafx.com

Follow iGrafx:

